

ENTERPRISE SERVICE DELIVERY TECHNICAL FRAMEWORK

ABSTRACT OF THE DISCLOSURE

5

10 An Enterprise Service Delivery Technical Architecture includes a Technical Model, and a Technical Delivery Framework, and is designed to facilitate the development of complete enterprise service management solutions. The use of the Enterprise Service Delivery Technical Architecture results in solution designs created to be independent of the technology platform being managed with a view that meets the overall business requirements that span the technology platforms within a business environment. An information technology infrastructure already in place for a customer is analyzed and broken down to its very lowest level building blocks. Then the building blocks within the model of the technical architecture are mapped with the building blocks of the customer's information technology infrastructure to determine which of the building blocks of the model are to be used for the customer's information technology operation. A specific technical delivery framework is developed for each customer.

20

::ODMA\PCDOCS\AUSTIN_1\164104\1
207:7047-P428US